

**Phoenix Health Plan (PHP) Behavioral Health  
Quarterly Notification to Providers  
September 2011**

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- Referring a PHP member to a County Regional Behavioral Health Authority (RBHA)
- Members transitioning from the RBHA to their PCP
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<b>Important things to remember when referring a PHP member to a county RBHA</b>	
1.	Please be sure you have discussed a referral to the county RBHA for behavioral health services with your patient prior to making the referral and that the patient is willing to be referred for services. Also educate the patient that once referred, RBHA membership services will attempt to reach the patient up to three times via phone to assist with an intake appointment. If unable to reach the member, a letter is sent, educating the patient on how to call the RBHA to self refer.
2.	When you have referred a patient to the RBHA for behavioral health services, please follow up at their next scheduled appointment as to whether they were contacted by the RBHA, if an intake appointment was scheduled with a provider (name, date, time of intake) and if they attended the intake. If the patient has not scheduled and/or completed an intake with the RBHA, then remember you or your staff can immediately call RBHA membership services with the patient present to assist with scheduling an intake appointment with a RBHA provider agency (Refer to the PHP provider manual for a list to Regional Behavioral Health (RBHA) member service's phone numbers to call for an intake appointment).
3.	Once your patient is actively receiving behavioral health treatment from the County RBHA, the RBHA provider should be prescribing all the patient's psychotropic medications. Patients should not be getting psychotropic medications from the primary care physician and their RBHA provider clinic.

<b>Members transitioning back to their PCP from the RBHA</b>	
Continuity of care for PHP members who are receiving medication therapy through the RBHA System for the treatment of ADHD, anxiety and depression who transfer back to their PCP	
The following criteria must be met prior to a transition occurring when a PCP is contacted by the RBHA provider requesting that one of their patients, who is receiving behavioral health treatment through a county RBHA is now stable and wants to transition back to the PCP for the treatment of depression, anxiety or ADHD	
1.	Patient/behavioral health recipient must have a <b>diagnosis of depression, anxiety or ADHD</b> only; be non-SMI (seriously mentally ill), and be stable for 6 months on the same dosage of medication; have had no crisis interventions or psychiatric admits. (Patients/behavioral health recipients with multiple diagnoses and on more than one psychotropic medication will remain with the RBHA due to the complexity of medication dosing.
2.	The RBHA provider and the patient/behavioral health recipient must agree to the transition
3.	The PCP must agree to the transition. (The final decision rests with the patient's PCP; if for any reason the PCP is unwilling to take over the management of the patient/behavioral health recipient's psychotropic medication then the transfer cannot occur).
4.	The RBHA provider initiates a call the PCP to discuss the patient/behavioral health recipient's mental health treatment and provide documentation to support stability.
5.	When a PCP has agreed with a RBHA provider that a patient/behavioral health recipient is stable on a medication for depression, anxiety or ADHD, the PCP must call and report this to the PHP BH Coordinator @ 602-824-3957.
6.	Any patient/behavioral health recipient who approaches their PCP about transitioning back to the PCPs care should be directed back to their current RBHA provider agency to discuss and initiate the process. The PCP should not agree to take over the prescribing of any psychotropic medication without following the steps outlined in this Blast Fax.
7.	RBHA Behavioral Health Coordinators for the AHCCCS HMO Plans and the PHP Behavioral Health Coordinator will work together to assure all steps for transition have been met prior to the transfer occurring.
8.	A patient/behavioral health recipient will not transition to the care of their PCP until they are officially terminated with the RBHA system.
9.	If the transitioning patient/behavioral health recipient has been stabilized on a <b>non formulary medication</b> for depression, anxiety or ADHD, the receiving PCP will send in a Prior Authorization for a 12 month period. The medication will not fill through the AHCCCS HMO Plan until the patient/behavioral health recipient has termed in the RBHA system. A new Prior Authorization (PA) Form must be submitted every 12 months for the non formulary psychotropic medication.
10.	For any RBHA to PCP patient who later becomes unstable, is hospitalized for psychiatric issues or has crisis interventions, the PCP who is currently managing their behavioral health treatment must immediately facilitate a transfer back to the RBHA who will take over the behavioral health treatment including medications. The PHP Behavioral Health Coordinator must also be contacted by the treating PCP to assist with the transition back to the RBHA.

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**Consultations are available to any PCP for behavioral health issues on RBHA enrolled and non-enrolled members.**

All of the RBHAs in Arizona offer free consultations to providers who would like assistance with evaluating an AHCCCS member even before a member is enrolled for behavioral health service with the RBHA. To obtain a consultation, PCPs can call the county RBHA and request a consultation with a clinical staff member.

<b>RBHA CONTACT INFORMATION</b>		
<b>County</b>	<b>RBHA</b>	<b>Contact Information</b>
<b>Maricopa County</b>	Magellan Health Services	<ul style="list-style-type: none"> <li>• Member Services: (800) 564-5465</li> <li>• Maricopa Crisis: (800) 631-1314</li> <li>• Consultations: (800) 564-5465, #1, #2, #4</li> <li>• DBHS BH Form Referral fax: (866) 892-5023</li> </ul>
<b>Pinal and Gila Counties</b>	Cenpatico	<ul style="list-style-type: none"> <li>• Member Services: (866) 495-6738</li> <li>• Nursewise Crisis Line: (866) 495-6735</li> <li>• Consultations: (866) 496-6738</li> <li>• DBHS BH Form Referral fax: (866) 616-8773</li> </ul>
<b>Apache/Coconino/Mohave/Navajo/Yavapai Counties</b>	Northern AZ RBHA (NARBHA)	<ul style="list-style-type: none"> <li>• Member Services: (800) 640-2123</li> <li>• Crisis Line: (877) 756-4090</li> <li>• Consultations: (928) 774-7128</li> <li>• DBHS BH Form Referral fax: (928) 214-1166</li> </ul>
<b>Pima County</b>	Community Partnership of Southern AZ (CPSA)	<ul style="list-style-type: none"> <li>• Member Services: (800) 771-9889</li> <li>• Crisis Line: (800) 796-6762</li> <li>• Consultations: 520-901-6809</li> <li>• DBHS BH Form Referral fax: (520) 326-0931</li> </ul>

\*Please contact the PHP Behavioral Health Coordinator at 602-824-3957 or 602-824-3934 with questions. You can also email us at: [PHPBH@abrazohealth.com](mailto:PHPBH@abrazohealth.com)